



**COMMUNICATIONS AND MULTIMEDIA ACT 1998**  
**COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR**  
**QUALITY OF SERVICE**  
**(CONTENT APPLICATIONS SERVICES)**  
**DETERMINATION NO. 4 of 2002**

Pursuant to the Ministerial direction on Quality of Service, Direction No. 1 of 2002, and in exercise of the powers conferred by Sections 55 and 104(2) of the Communications and Multimedia Act 1998 [Act 588], the Commission hereby determines as follows:

**Citation and commencement**

1. This Determination may be cited as the **Commission Determination on the Mandatory Standards for the Quality of Service (Content Applications Services), Determination No 4 of 2002.**

2. This Determination shall come in to operation on 1 January 2003.

**Interpretation**

3. In this Determination unless the context otherwise requires:

“CASP” means a person providing content applications services;

“consumer” means a person who receives, requires, acquires, uses or subscribes to communications and multimedia services and includes a customer;

“customer” means a person who, for consideration, acquires or subscribes to content applications services;

“customer base” means the number of subscribers for content applications services less customers who have been disconnected.

4. Any term used in this Determination shall, unless the context otherwise requires, have the same meaning as in the Act or regulations made under it.

5. Unless the context otherwise requires, the words in the singular include the plural and vice versa.

14. The measurement is described by the ratio:

$$\frac{\text{Total number of billing complaints for the billing period} \times 100}{\text{Total number of bills issued over a billing period}}$$

15. Complete and accurate records of billing complaints shall be maintained. Such reports shall be in the form and format as may be prescribed by the Commission from time to time. Each report shall be accompanied by a declaration signed by an officer of the service provider duly authorised by the board of directors, stating that the report is true and accurate. These reports shall be submitted to the Commission not later than six weeks after 30 June for reporting period January to June, and 31 December for reporting period July to December respectively.

#### **Standard on general customer complaint handling**

16. General customer complaint means any complaint received on service matters including late or no service restoration after a report has been made, poor picture or sound quality, unprofessional staff or contractors and other complaints related to customer services.

17. The number of general customer complaints shall not exceed 50 complaints per 10 customers in a 12 month period.

18. The measurement is described by the ratio:

$$\frac{\text{Total number of cumulative complaints received over a 12 month period} \times 1000}{\text{Customer base at the end of the reporting period}}$$

19. Complete and accurate records of all customer complaints shall be maintained. Such reports shall be in the form and format as may be prescribed by the Commission from time to time. Each report shall be accompanied by a declaration signed by an officer of the service provider duly authorised by the board of directors, stating that the report is true and accurate. These reports shall be submitted to the Commission not later than six weeks after 30 June for reporting period January to June, and 31 December for reporting period July to December respectively.

#### **Audit and verification**

20. The Commission may from time to time conduct an audit on the report(s) submitted, perform test call sampling and/or service observation to verify compliance with these mandatory standards.

made 28 June 2002.



TAN SRI NURAIZAH ABDUL HAMID  
Chairman  
Malaysian Communications and Multimedia  
Commission